

ANGIE M. SANTIAGO, CBCP

- GOAL** I build programs to empower others to withstand the unexpected.
- PHILOSOPHY** In work, I leave footprints of self-sufficiency & excellence. In the woods, I leave no trace.
- APPROACH** Inclusive * Relevant * Accessible * Effective



- EXPERTISE**
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| Business & Operational Resilience | Diversity, Inclusion, Racial Equity |
| Community and Emergency Preparedness | Emergency Management |
| Conflict Mitigation, Analysis, and Mediation | Facilities Continuity & Resilience |
| Crisis Management | Healthcare Emergency Preparedness |
| Cultural and Identity Conflict | Organizational & Management Systems Design |
| Cybersecurity / IT Disaster Recovery | Research, Education & Training |

PROFESSIONAL ACHIEVEMENTS

SUBJECT MATTER EXPERTISE

Climate Change and Healthcare, Disaster Recovery Reform Act of 2018, Stafford Act, Jones Act, HIPAA, Centers for Medicare & Medicaid, National Prevention Framework, National Response Framework, National Incident Management System, National Mitigation Framework, National Mitigation Investment Strategy, National Disaster Recovery Framework, US Territory Insular Cases, US Constitution Territorial Clause, PROMESA

PROFESSIONAL ASSOCIATIONS

Association of Healthcare Emergency Preparedness Professionals, Peace and Justice Studies Association, NC CERT Association, National Fire Protection Association (NFPA), InfraGard, International Association of Emergency Management (IAEM), Partnership for Inclusive Disaster Strategies

COMMITTEES & BOARDS

Durham COVID Recovery Task Force (Current), CISA 405D Task Force (Current), Planners for Puerto Rico (Current), Carolina Theatre of Durham Board of Trustees, Secretary (Current), National Health Security Preparedness Index (Current), You Can Vote, Secretary (2013-2018), ASIS Business Continuity Management Technical Standards (2008-2011), Disaster Recovery Institute International Professional Practices (2008-2009), NC Governor's Pandemic Task Force (2005-2007), Contingency Planning Association of the Carolinas, Founder Triangle Chapter (2005-2008)

PROFESSIONAL CERTIFICATIONS

Certified Business Continuity Professional, ITILv3 Foundation, CISM, CEM Eligible 2021

EDUCATION UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

Master of Arts
College of Arts & Sciences
School of Health and Human Sciences
Peace and Conflicts Studies Program
Kappa Omicron Nu National Honor Society

UNIVERSITY OF CENTRAL FLORIDA

BS. Healthcare Administration Minor Management Information Systems
Cum Laude, President Student Association of Healthcare Executives, Phi Beta Kappa

Work History		
2020 – Present	UNCG Greensboro	Visiting Scholar, Peace & Conflicts Department School of Human & Health Sciences <ul style="list-style-type: none"> Principal researcher, research associate: collective historical trauma, organizational and management systems
2020 - Present	Wakefield Brunswick, Inc. Tampa, FL	Vice President, Administration <ul style="list-style-type: none"> General administration, risk management, human resources, professional standards
2018- Present	El Centro Para Todos Durham, NC	Founder, Interim Executive Director <ul style="list-style-type: none"> Diversity, inclusion, cultural belonging, ethnic and racial equity Community Incident Response Training Advocate for equitable disaster resources for marginalized communities
2018- Present	AM Santiago Consulting Durham, NC	Founder <ul style="list-style-type: none"> Research, design, and evidence-based operational resilience, healthcare, disaster disparities & emergency management systems Identify conflicts within organizational management systems to provide transformational alternatives Community and climate hazard mitigation education
2008 – Present	Durham Technical Community College Durham, NC	Faculty <ul style="list-style-type: none"> Designed and delivered online curriculum for Emergency Planning, Hazard Analysis, and Business Continuity as part of the Emergency Management Degree program
2014 – 2018	Allscripts Raleigh NC	Sr. Manager <ul style="list-style-type: none"> Compliance: Mentored team, built and managed cybersecurity compliance and audit programs. Sat on the Privacy & Security Workgroup, Crisis Communications Team, and Cyber Incident Response team Data Center Disaster Recovery: Built and managed hosting services disaster recovery program, exercises, and training covering all primary data centers and secondary disaster sites.
2011 – 2014	Duke Medicine Durham NC	Information Security Officer <ul style="list-style-type: none"> Provided regulatory, privacy and security consultations to the user, provider, and research communities Director of IT <ul style="list-style-type: none"> Director of IT for Duke Primary Care managing all IT assets, practice acquisitions, budgets, projects, telecommunications, desktop support, EMR implementations, and staff
2002 – 2011	3D Consulting Services Durham, NC	President, Owner <ul style="list-style-type: none"> Owned and managed boutique consulting firm focused on security and disaster program development Provided mentorship, training, managed services, policy development, technical writing assistance to security and disaster professionals within the public and private sectors
2003 – 2008	TM Floyd & Company, Columbia, SC	Sr. Systems Consultant <ul style="list-style-type: none"> Led consulting division providing information security and business continuity program development. CISO for largest state agency in SC
2000 – 2002	Phoenix Health Systems, Gaithersburg, MD	Director <ul style="list-style-type: none"> Led health information security implementation practice and consulting initiatives, mentored / trained privacy, and security professionals

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